

PERSON SPECIFICATION

Job Title: Administrative Support Assistant
Directorate & Section/Unit: Children's Services
Finance & Resources, Placement and Resources
Salary Grade: Scale 3

EXPERIENCE:

It is **essential** that the post holder has:

- Demonstrable experience of working in children's service or similar environment.
- Considerable experience in administration.
- Demonstrable computing experience, especially in the use of software packages of MS Office including the use of spreadsheets and databases.
- Considerable experience of office systems including the production of correspondence and reports, filing, arranging and minuting meetings, dealing with incoming enquiries, diary management, document copying & scanning, keeping records, setting up & using IT equipment
- Experience of setting up and managing administrative/financial systems.

It is **desirable** that the post holder has:

- Experience working on projects in collaboration with others.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- An ability to extract, present and convey accurate information and to disseminate such information where required.
- The literacy to draft documents.
- The numeracy to compile and present numerate data.
- An ability to work effectively on joint activities with colleagues and /or representatives from partner organisations and agencies.
- A polite, efficient manner particularly when working under pressure and in circumstances where interruption may be common place.
- The ability to recognise, acknowledge and have regard to confidential and sensitive matters including child protection.
- A willingness to enhance personal performance by seeking out constructive feedback, gaining insight and awareness of personal strengths and challenges.
- Ability to prioritise own workload to meet the requirements of service users and managers.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Educated to NVQ Level 2 in a relevant subject or equivalent.

It is **desirable** that the post holder has:

- ECDL / IT qualification/certificate.

JOB DESCRIPTION

Job Title: Administrative Support Assistant
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Finance & Resources, Placement and Resources

Salary Grade: Scale 3

Reporting to: Placement and Resources Manager
Management Responsibility for: None specified

Purpose of job: Assist the service to meet its statutory obligations and provide timely and effective services to children, young people, their families and carers providing a range of support activities.

Main Activities & Responsibilities:

- Undertake a range of administrative activities to enable the Placement and Resources Support function to support the business needs of Children's Services.
- Support activities that enable service users to access the service effectively and partner organisations and agencies to be fully engaged in delivering services.
- Progress work activities within specific projects and tasks delegated by the Placement and Resources Manager to contribute to the effectiveness of the service.
- Collate and present data relating to service activities.
- Support specific service projects/tasks including the research and collation of information.
- Handle a range of administrative work in support for the service including the drafting and preparation of documents (in Word and Excel), writing minutes, preparing power point presentations, handling enquiries coming into the service, organising meetings.
- Liaise with partner organisations and agencies providing the highest standard of customer care.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.

- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers and staff across all Directorates, Project Staff, Governors, Headteachers, Teachers, Support and other school based staff.

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, service users, clients, customers, parents and pupils, members of the public, volunteers.

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Helen Newman

Date: October 2014

Date of grading confirmation: